RxWeb - Quick User Guide

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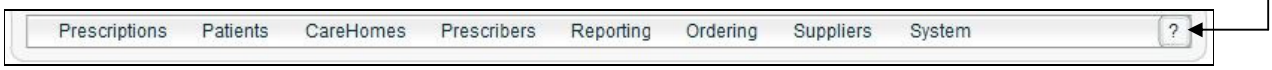
Please note this is designed as quick reference guide to assist new users with their initial use of the system. A more complete manual is available within the system by clicking on the question mark to the far right of the menu bar, below the RxWeb logo.
This guide is not designed as a substitute for training with a member of the RxWeb training team.



You are free to print as many copies of this guide as you wish, but please note it is regularly updated to reflect the latest version of RxWeb.

1. RxWeb - Background Information

RxWeb is a unique, internet based pharmacy management system which has been accredited for the Electronic Prescriptions Service (EPS) by the Health and Social Care Information Centre (HSCIC) formally NHS Connecting for Health. It offers pharmacists a tool for engaging with the new NHS requirements for processing and dispensing medication.

The unique web environment provides many benefits to pharmacists wishing to use a modern Patient Medication Record (PMR) system. Your data is securely stored on our servers, centrally backed up and constantly reviewed to improve features and ease of use.

Changing to new software can be very daunting. We get used to patterns of work, comfortable to our individual ways and used to our environment. The thought of change can be unsettling. We aim to make your move to pharmaSys and move to the new EPS system as supported as possible. This guide is designed to act as a quick reference guide showing essential features for new users, it does not cover all the aspects of the system (the online help guide fulfils this role). We do not supply a printed manual as the software is constantly updated and is developed on a regular basis. However, you are encouraged to print this guide and keep it near your PC if you feel it would increase your confidence.

You can also call our support line on 0207 784 7346 if you need assistance.

RxWeb is designed to be most efficient in terms of speed when used with your barcode scanner and the EPS system. Using EPS will result in the minimum of keyed data entry and faster processing of prescriptions within your pharmacy.

2. Starting RxWeb and Navigating Around the System

Before you start RxWeb, you will need to insert your NHS smartcard into your cardreader and enter your passcode. RxWeb will work without your smartcard, but you will not be able to access the Electronic Prescription Service (EPS).

The system is web based and accessed via your web browser. The installation team will have created a shortcut on the desktop of your PC which will look similar to the image below:

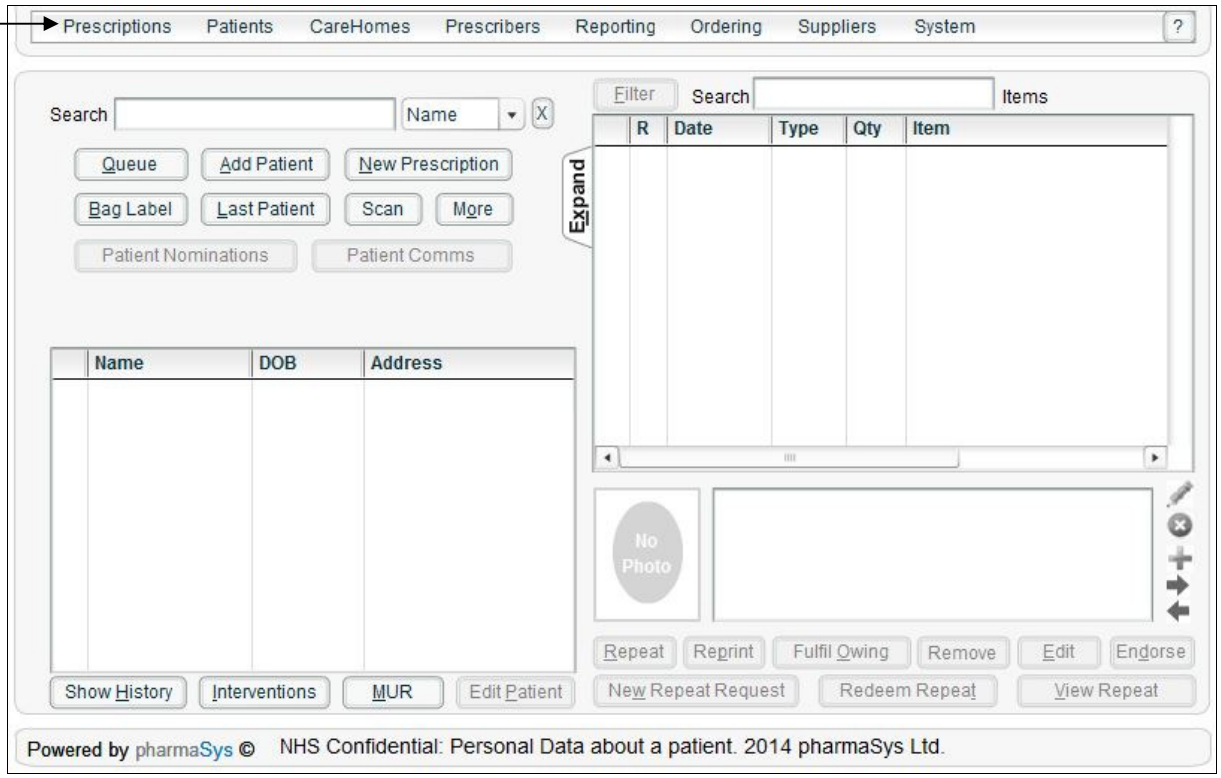
Double click with the left mouse button on the icon to start the system. After a few moments the screen below will appear. Please ensure your smartcard is inserted and your passcode has been entered first if you wish to use EPS.

Enter your **Username** and **Password** as supplied to you at the time of installation and click on **Log In**. Please remember that your Password is case sensitive and will contain at least one capital letter and at least one number.

When you have done this and addition dropdown menu will appear showing the pharmacy branch you are working from. Click on **Continue** to access RxWeb.

If you have forgotten your password, you can use the **Forgot Password** button to send a reset code to yourself via email or SMS Text.

The screen below is known as the **Home Screen**. This is where you can start adding patients, entering prescriptions and dispensing medication.

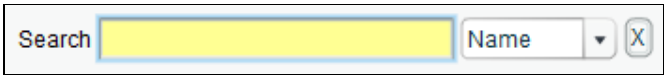


Different areas of the system can be accessed by moving your mouse over the menu items in the menu bar. For example, if you wanted to go to the ordering screen you would move your mouse to **Ordering** in the menu bar and select **Open Ordering** from the dropdown list that appears.

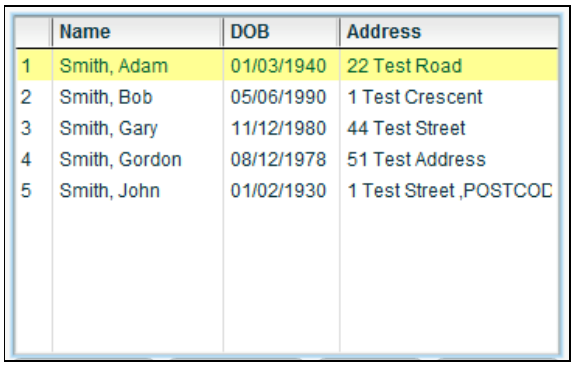
You can navigate around the system using your mouse (and it's left button), or using keyboard shortcuts. To use a keyboard shortcut, look at the button on the screen you wish to press, find the underlined letter and press that letter on your keyboard. For example, to select the **Add Patient** option from the selection on the screen below, you would simply press the **A** key on the keyboard. (There is no need to pres CTRL or ALT at the same time)

You will find you can move around the system very quickly as you get used to using the keyboard shortcuts.

If you wish to enter text into a box, either use the keyboard shortcut, or click on the box with the mouse. When a text box is ready to accept text it will appear yellow as shown below:

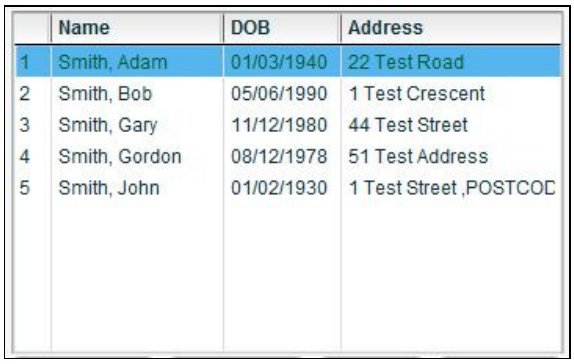


During your use of the system you will often be presented with lists of information, e.g. lists of patients, lists of drugs, lists of prescriptions, etc.
You can select an item from a list by either clicking on it with the mouse or by pressing the number shown on the left-hand side of the list.
For example, in the list shown below, if you wanted to select the third patient down, you could click on it with the mouse or press the number 3 on the keyboard.
Selected items are highlighted in **yellow**. In this example patient 1 is currently highlighted.



	Name	DOB	Address
1	Smith, Adam	01/03/1940	22 Test Road
2	Smith, Bob	05/06/1990	1 Test Crescent
3	Smith, Gary	11/12/1980	44 Test Street
4	Smith, Gordon	08/12/1978	51 Test Address
5	Smith, John	01/02/1930	1 Test Street ,POSTCOD

When you leave the list, the item you selected it will be shown in **blue**. This is to indicate which item you previously selected, as seen below:



	Name	DOB	Address
1	Smith, Adam	01/03/1940	22 Test Road
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4	Smith, Gordon	08/12/1978	51 Test Address
5	Smith, John	01/02/1930	1 Test Street ,POSTCOD

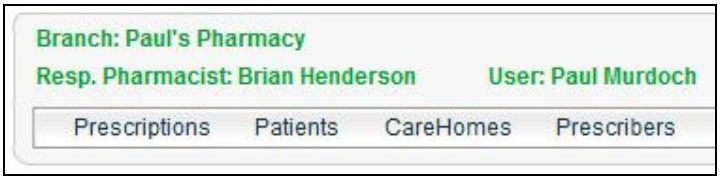
Some lists allow multiple items to be selected. In the example below you are able to select a range of medication from the patient's history.
You can either click on the box to select the item (a tick will appear in the box) or press the **spacebar** on the keyboard. You can then use the up and down arrow keys on the keyboard to move from one item to the next, pressing the spacebar to select as you go.

	R	Date	Type	Qty	Item
1	☑	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
2	☐	24/05/2013	FP10	56	Simvastatin 40mg tablets
3	☐	24/05/2013	FP10	28	Atenolol 50mg tablets
4	☐	24/05/2013	FP10	56	Simvastatin 40mg tablets
5	☐	24/05/2013	FP10	28	Warfarin 1mg tablets
6	☐	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
7	☐	24/05/2013	FP10	28	Atenolol 50mg tablets
8	☐	24/05/2013	FP10	56	Simvastatin 40mg tablets
9	☐	24/05/2013	FP10	56	Bendroflumethiazide 2.5mg tab
10	☐	24/05/2013	FP10	56	Simvastatin 40mg tablets

3. Responsible Pharmacist Log

RxWeb allows you to record the responsible pharmacist and any absence or breaks during the day. The responsible pharmacist module can be turned off in the **Dispensing** section of **System Configuration** if you prefer to use another recording method.

The responsible pharmacist details are displayed at the top of the screen as shown below. If no responsible pharmacist is selected the text will appear in red and the responsible pharmacist name will say **None**.



To change the responsible pharmacist, click on the System menu and then Responsible Pharmacist. The following screen will then appear:

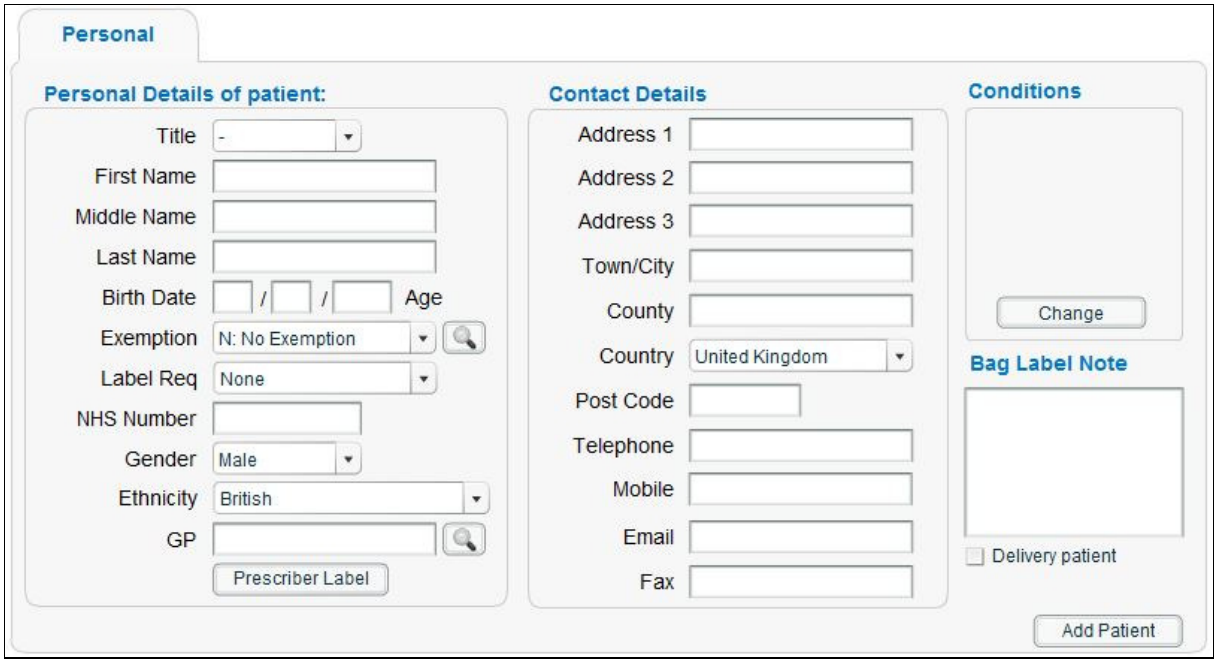
You can select a new responsible pharmacist from the dropdown menu. Here you can also set an absence if you wish or view the log between a set of dates (the log can also be printed out).

To add a new pharmacist to the list of responsible pharmacists this must be done through the **Group Administrator** interface. See the Group Admin Quick User Guide for details.

4. Adding a Patient

If you are adding a new patient using the Electronic Prescription Service (EPS), the patient details will automatically be added when you download their first prescription. Please see section 6 for details on using EPS prescription.

There are several different ways to add a patient, you can use the **Add Patient** button or go to the menu bar, select **Patients** and **Add Patient**. This will open the following screen:



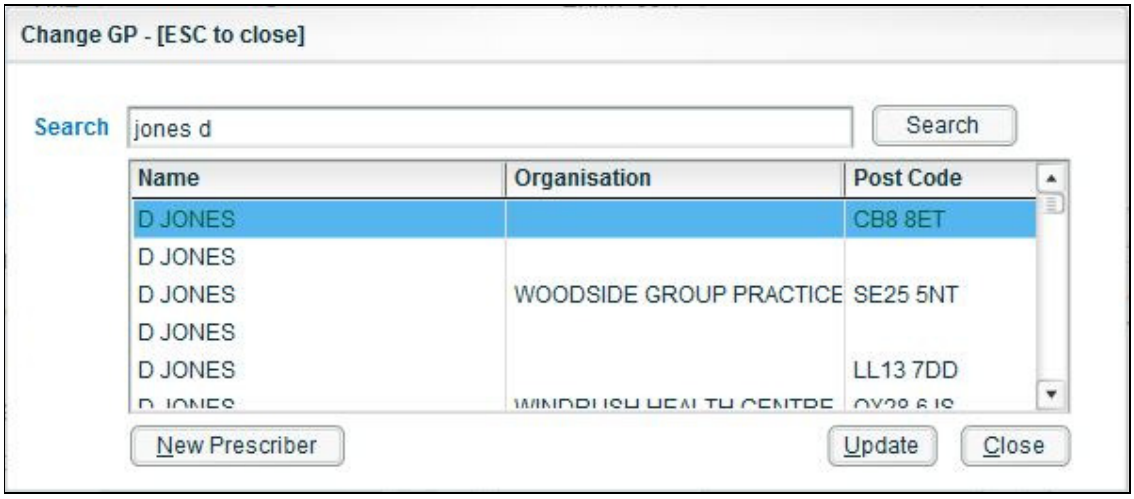
You can add the patient's title by clicking on the small triangle on the right of the title box and selecting the correct title from the list.

Once you have selected the correct title, you can either click on the **First Name** box or press **Enter** on the keyboard to move from the **Title** box to the **First Name** box.
When you have entered the first name, press **Enter** again to move to the **Middle Name** box. You do not have to enter a middle name if you do not wish to. Simply press the Enter key again to move onto the next field.

As you enter the patients date of birth, the cursor will automatically move from one box to the next (make sure you enter 4 digits in the year field).

If you wish to record an exemption or select a large font label, you can do so from the **Exemption** and **Label Req** dropdown menus. You can continue to press Enter to move through all of the fields on the screen.

To select a **GP** you must search by surname first (plus one initial) or their GP registration number. Once you have entered the name and pressed Enter the following screen will open with a list of matches:



Select the correct GP from the list and then click on **Update** (or press **Enter** or **U**) to add the GP details to the patient's record.
If the prescriber is not in the list, click on the **New Prescriber** button to add their details to the prescriber list.

The **Prescriber Label** button can be used to print an address label for the prescriber.

If you have made a mistake you can use the mouse to click on any of the fields to change the content.

You do not have to enter the patients address if you do not want to, but it is good practice to include it.

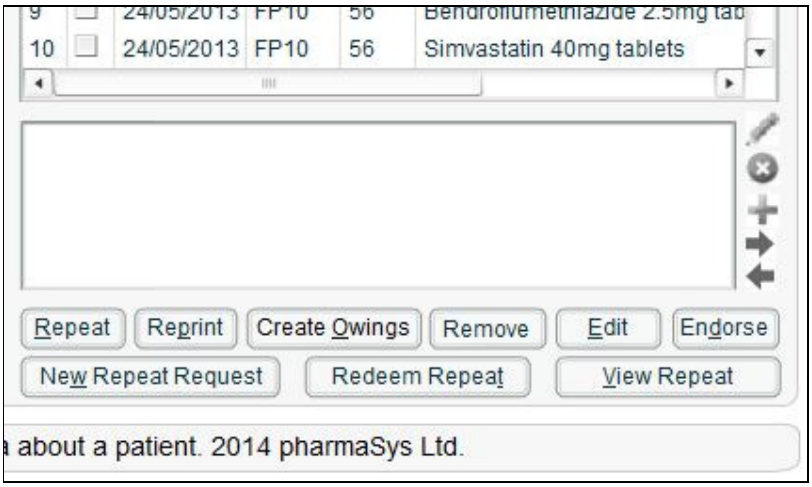
You can also record patient conditions using the **Change** button in the **Conditions** section on the right-hand side of the screen and also add a **Bag Label Note** if you wish. Anything you type in the box will print on the patient's bag label.

When you are happy that all of the data is correct, click on the **Add Patient** button in the bottom right-hand corner of the screen.

You will then be prompted by RxWeb, asking if you wish to create a new prescription for the patient you have just added. If you select **Yes**, you will be taken on to the Dispensing screen.
If you select **No**, the patient will be added to the system and the form will be reset ready for you to add another patient.

To edit a patient's details after you have added them, click on the **Patients** menu option and select **Edit**. Or search for the patient on the **Home** screen and click the **Edit Patient** button at the bottom of the screen.

You can add notes to a patient record with the **Notes** window in the bottom right-hand side of the **Home** screen.



You can add new notes by clicking on plus icon

Delete a note by clicking on the X icon

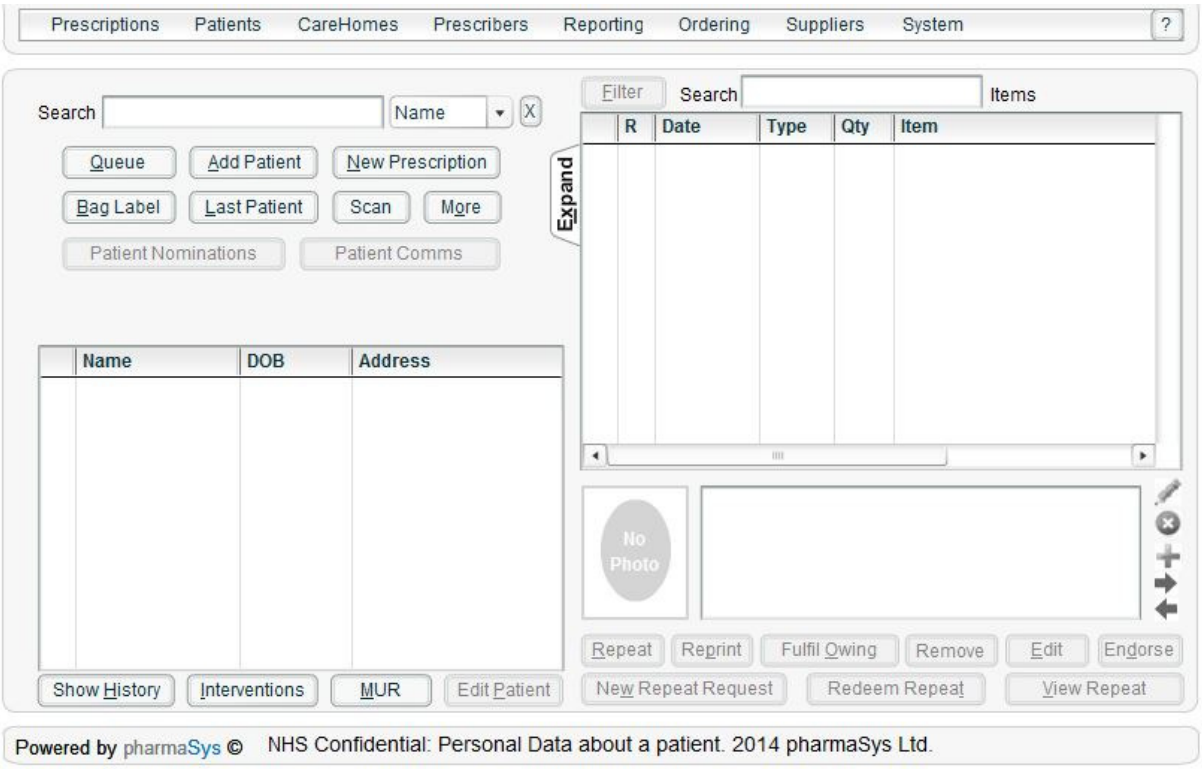
Edit existing notes by clicking on the pencil icon

Use left and right arrow icons to switch between multiple notes

You can set up notes with different priority levels. Notes are colour coded according to priority, red background for high priority, yellow background for medium priority and white background for low priority. High priority notes can also be set to pop-up upon dispensing.

5. Adding a New Manual Prescription, Dispensing Items & Creating Owings

To add a new manual prescription, go to the **Home** screen by clicking on **Prescriptions** in the menu bar and selecting **Home**.



Search for your patient by entering their name in the **Search** box (click on the box with the mouse to turn it yellow and make it active).
You can use the options dropdown menu to the right of the search box to change the criteria you are searching such as Name, Postcode, Address or DOB.
Searching for a patient must always be done by **Surname first**. You don't have to enter the whole name, just a few letters from the surname press space and a few letters from the first name.
Make sure you press ENTER after typing the name to begin the search.

After you press enter, a list of results will appear in the box in the bottom left-hand corner of the screen. RxWeb displays the date of birth and basic address details of patients who match the name you are searching so you can ensure you select the correct patient.

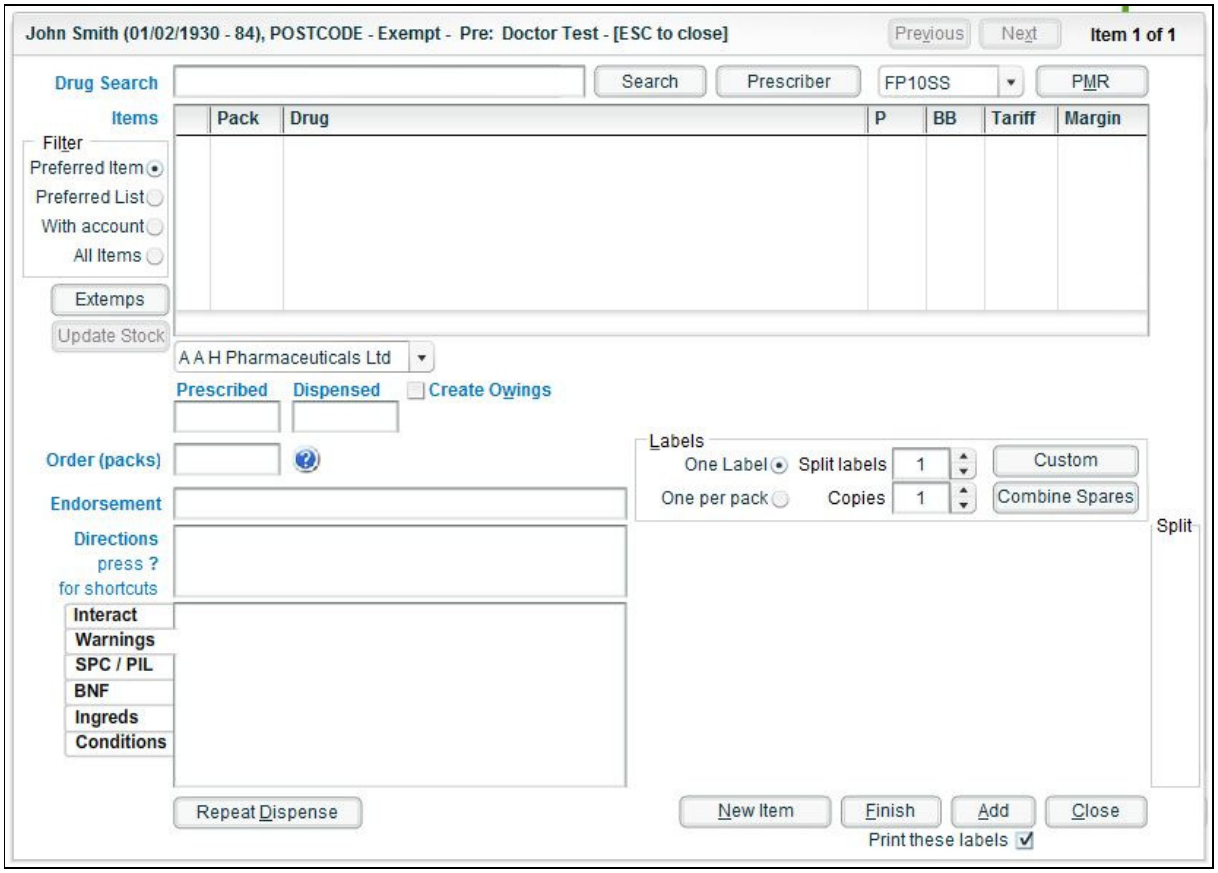
When you have located the patient you are looking for in the list, you can either click on the patients name with the mouse or use the up and down arrow keys or press the number keys to select the correct patient.

If you cannot find a match for your patient, this is because you have not dispensed to them before. You will need to add them as a new patient before you can process their prescription. Please see section 3 for details on adding new patients.

To enter a new prescription for your patient, click on the **New Prescription** button or press the **N** key on the keyboard.

The Dispensing screen will then open and you can start adding the first item on the prescription.

If the patient has had the items before, you can select them from the Patient History, please see section 6 for more information on repeating items.



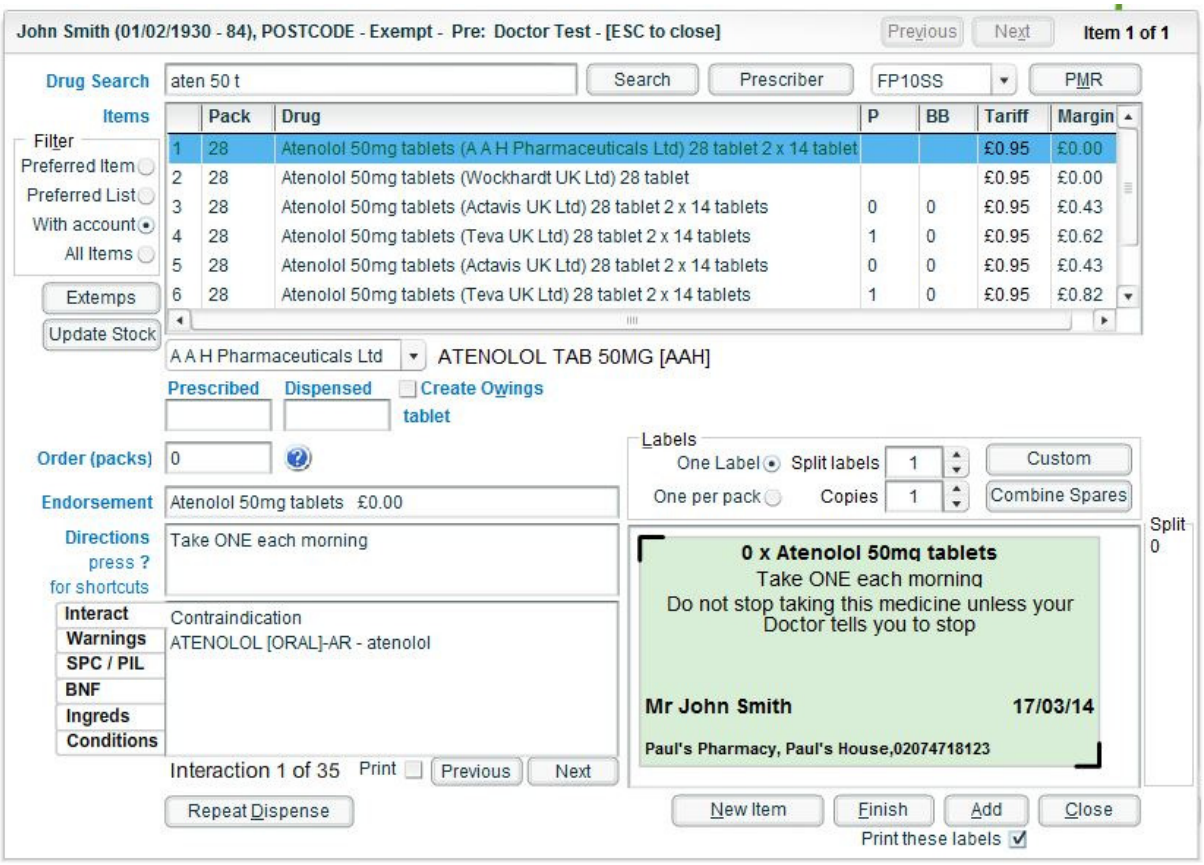
(A more comprehensive explanation of this screen is given at the end of this document)

To begin your search, simply start typing the name of the first item in the Drug Search box at the top of the screen.

In the following example, we will assume the first item on the prescription is Atenolol 50mg tablets.
You do not need to type the full name of the item, the first four or five characters should be sufficient. You can narrow down your search by pressing space after the name and adding the strength and form as well if you wish.
E.g. **Aten 50 t**

When you have entered the required details, press the **Enter** key on the keyboard to search the drug and device directory. The system will display the search results as shown on the next page.

It is possible to search for an item by scanning it's barcode into the Drug Search box at the point of dispensing, rather than typing the name in. Please see chapter 10 for more information.



Once you can see a suitable match, press Enter (to move to the list of matching items) and use the up and down arrow keys on the keyboard or type the number next to the item you wish to dispense to select it. For example, to select Atenolol 50mg tablets Teva brand, you could simply press button **4** on the keyboard.

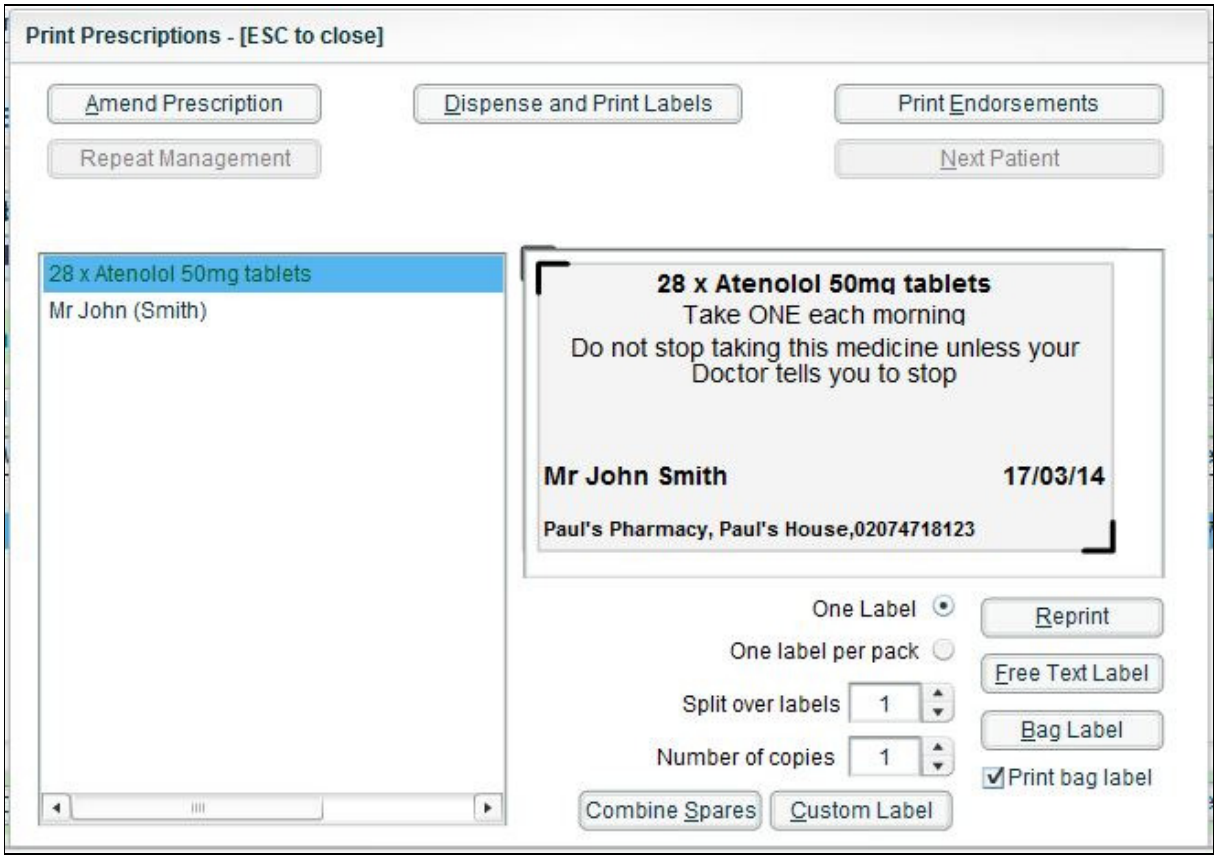
Once you have selected the correct item, press **Enter** to move on to the **Prescribed** box. Here you can enter the prescribed quantity on the prescription in either units (e.g. 28, 56 etc) or packs by typing 1p for 1 pack or 2p for 2 packs and so on. As you enter the prescribed quantity, the **Dispensed** quantity box auto-fills to match the prescribed quantity.

If you know at this stage that you do not have enough stock to dispense the full amount, you can press the **TAB** key to move the cursor from the prescribed box into the Dispensed box. Here you can change the dispensed quantity to the amount you have available, this will automatically create an **Owing**.

Once you have entered the correct quantities, you can press **Enter** again to move onto the **Directions**. By default, the system will display the standard directions for the drug selected. You can either press Enter to keep what is there, or remove and amend manually. You can free type in the directions box or use dosage codes. After you have entered your directions press Enter again.

Once you are happy that everything is correct, you can press **N** to move onto the **Next Item**, or **F** to **Finish** adding items and dispense.

Once you have clicked on **Finish**, the **Print Prescription** screen will open.



A list of all the labels you are about to print will be displayed on the left-hand side of the screen. You can click on each of them to view the label preview on the right.

If you spot a mistake and need to go back to edit the prescription, you can press the **Amend Prescription** button in the top left-hand corner.

When you are ready to dispense the prescription, press the **Dispense and Print Labels** button at the top of the screen.

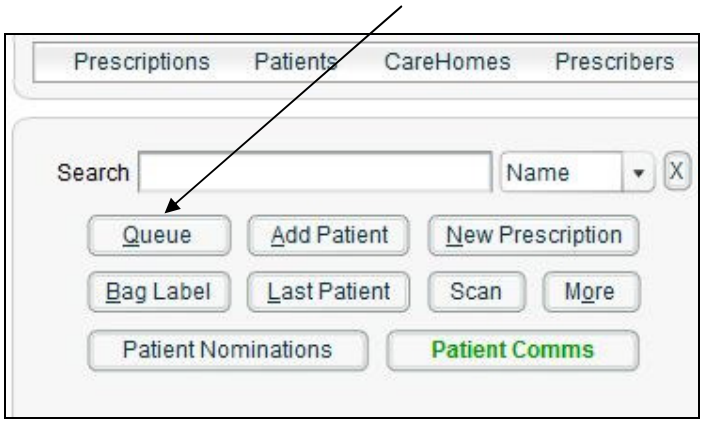
If you are using an endorsing printer, you can press the **Print Endorsement** button in the top right-hand corner.

Once you have finished dispensing, press the **Next Patient** button to return to the **Home Screen**.

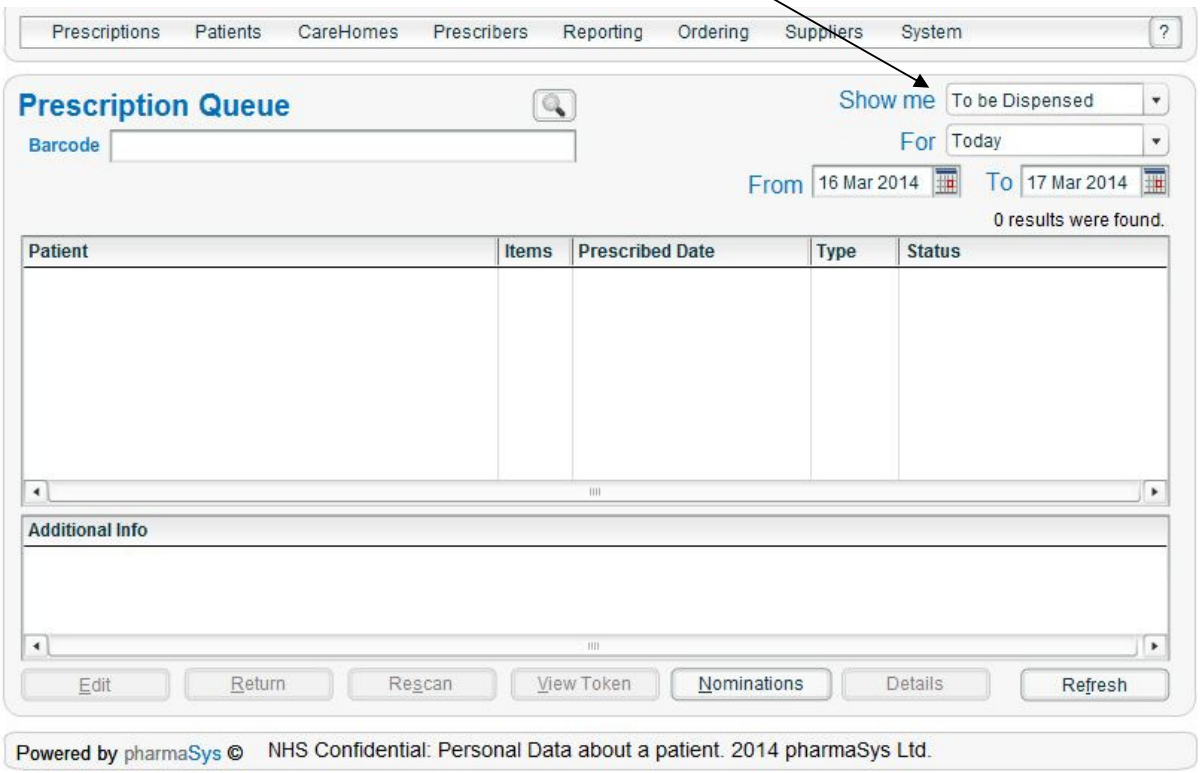
6. Adding a New Electronic Prescription, Dispensing Items & Creating Owings

You MUST have your smartcard inserted and working to use EPS.

RxWeb is designed to make processing electronic prescriptions straight forward and fast. Re-keying data is kept to a minimum and accuracy maintained by relying on electronic data.
To process an electronic prescription, click on the **Queue** button from the **Home Screen**.



The following screen will then open.
Make sure the **Show me** option is set to **To be Dispensed**

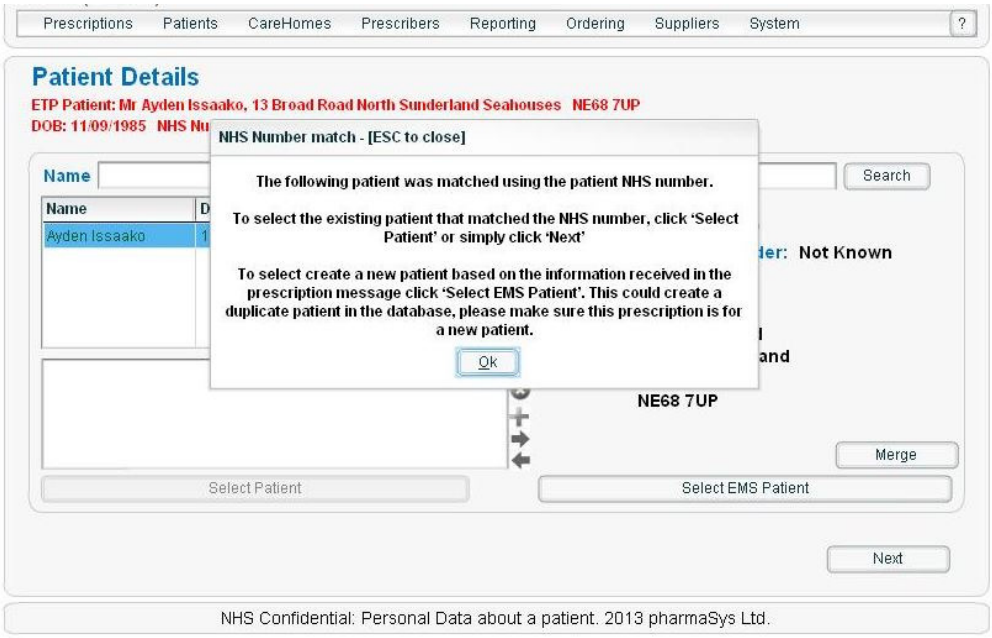


Click on the **Barcode** box so that it turns yellow and then scan the barcode on the prescription using your barcode scanner.
The code will read into the box and after a second or two the patients details will appear in the queue.

Once you have the prescription in the queue, click on the **Edit** button in the bottom left-hand corner to begin the dispensing process.

The first screen you see will be a patient match screen. RxWeb is checking that the patient's details on the electronic prescription match with a patient in the system.

If no match is found, RxWeb will tell you that the patient will be created as a new patient.



Click **OK** on the message and then click on the **Next** button in the bottom right-hand corner.
The prescriber match screen will then be displayed. Again the system is confirming the GP on the electronic prescription is the same as the local patient's record. Click on **Next** in the bottom right-hand corner.

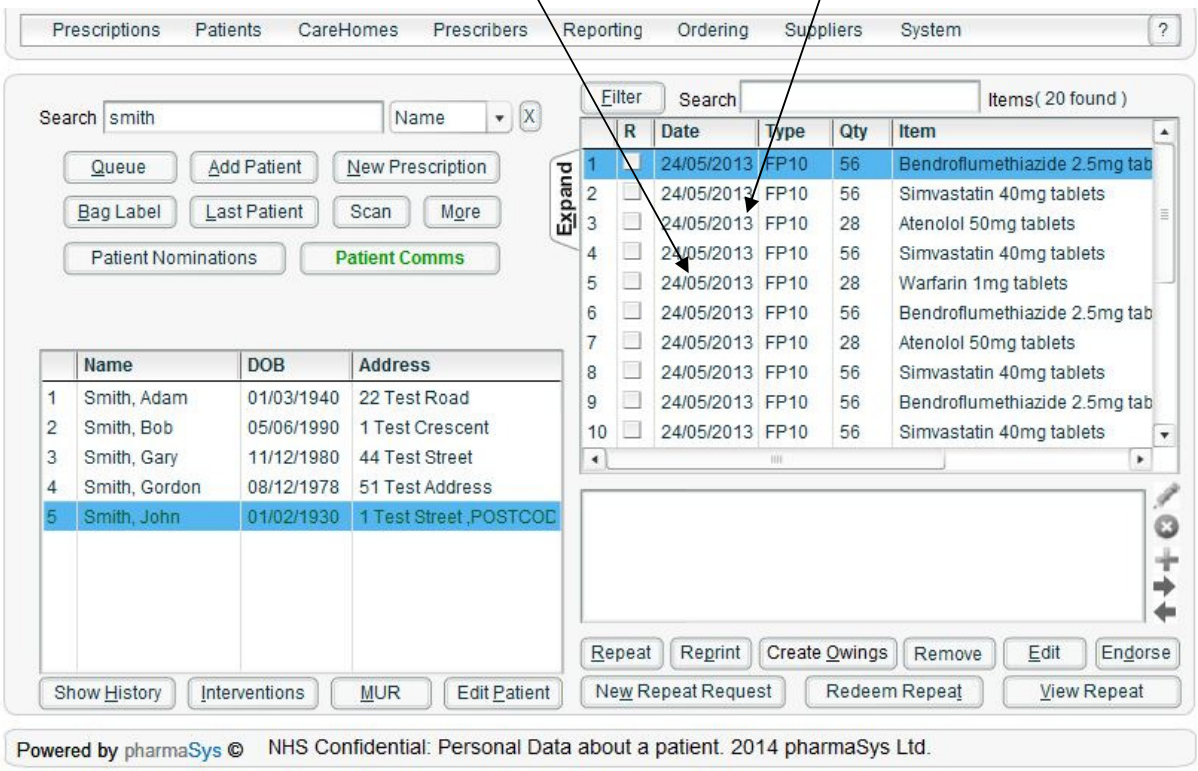
Once you have confirmed the patient and GP details you will be taken to the **Dispensing Screen**. Dispensing is performed in the exact same way as a manual prescription, except there is no keying in of data required. All you need to do is select your preferred brand/packsize from the item list, change the dispensed quantity if you do not have enough stock to fulfil the prescription (this will create an owing), change the directions if needed and press **N** to move onto the next item. When you have finished checking the last item on the prescription, press **F** to finish and dispense.

EPS2 prescriptions require an extra couple of steps after dispensing to submit the electronic endorsement claim - see the EPS2 Quick User Guide for more information on this.

7. Repeating Items from a Patient's History

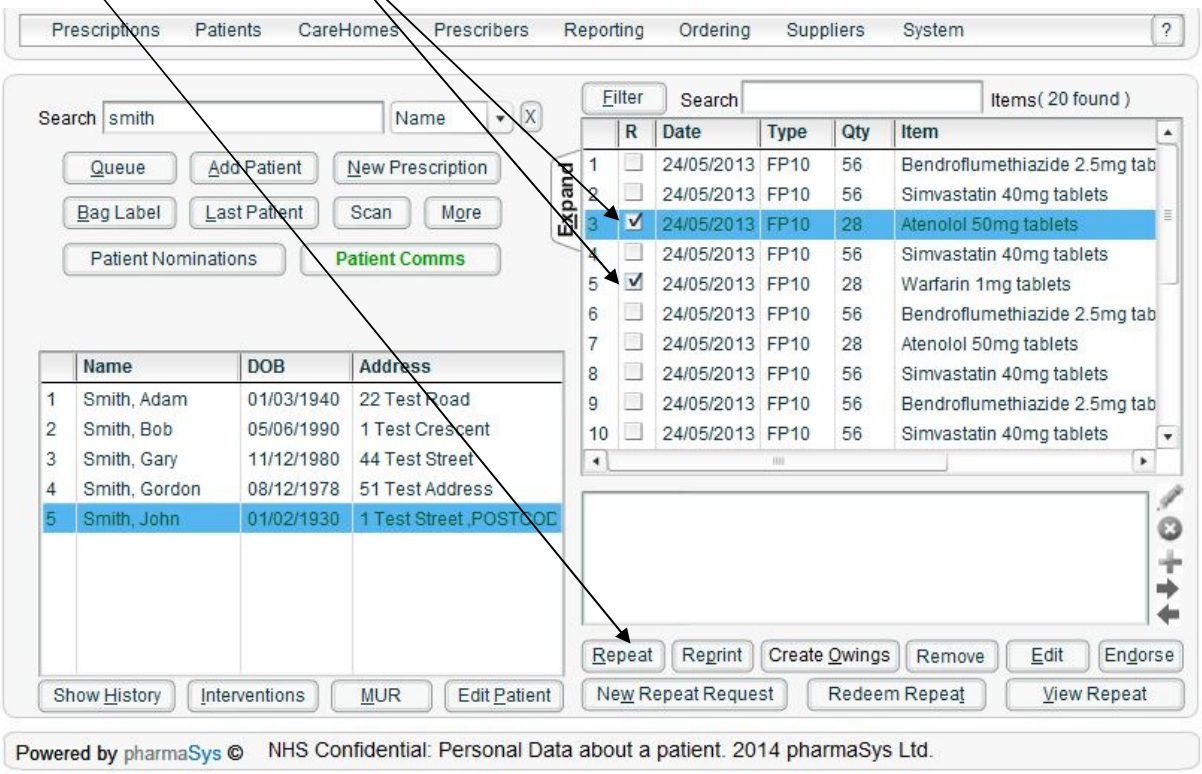
When a patient returns to your pharmacy with a prescription for an item or items they have had in the past, you can repeat those items from their history, there is no need to re-key any of the data.

To repeat items that a patient has had before, go to the **Home Screen** and search for the patient you wish to dispense to. In this example we are going to assume out test patient has arrived at the pharmacy with a prescription for **Warfarin 1mg tablets** and **Atenolol 50mg tablets**. These are both items the patient has had before.

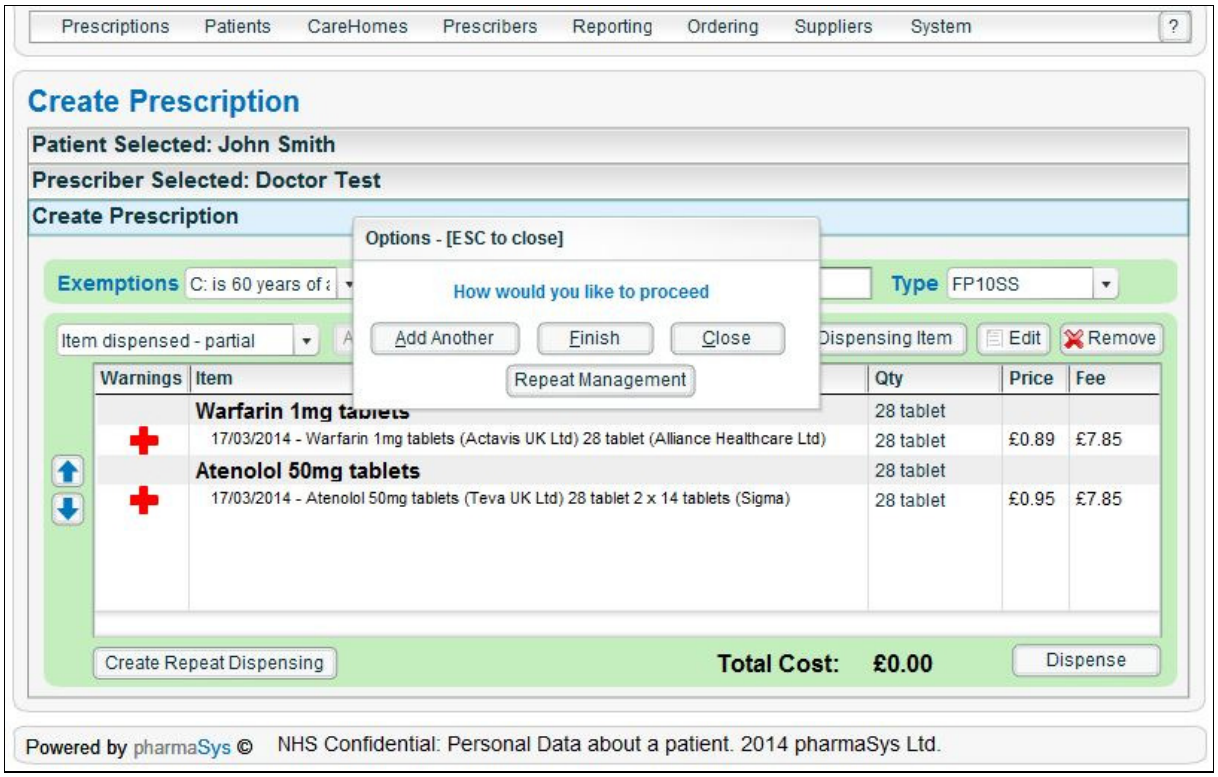


You can press **X** on the keyboard or click on the **Expand** tab at the side of the PMR history area to see more details such as dosage information if you wish.

Select the items from the patient's history by clicking on the tickbox next to each item with the mouse, or use the keyboard up and down arrow keys and the **Spacebar** to select.
Once they are ticked, as shown below, click on the **Repeat** button at the bottom of the screen or press **R** on the keyboard.



Once you have done this, a new prescription will be created with the selected items on and you will be presented with some options on how you would like to proceed. An example can be seen on the next page.



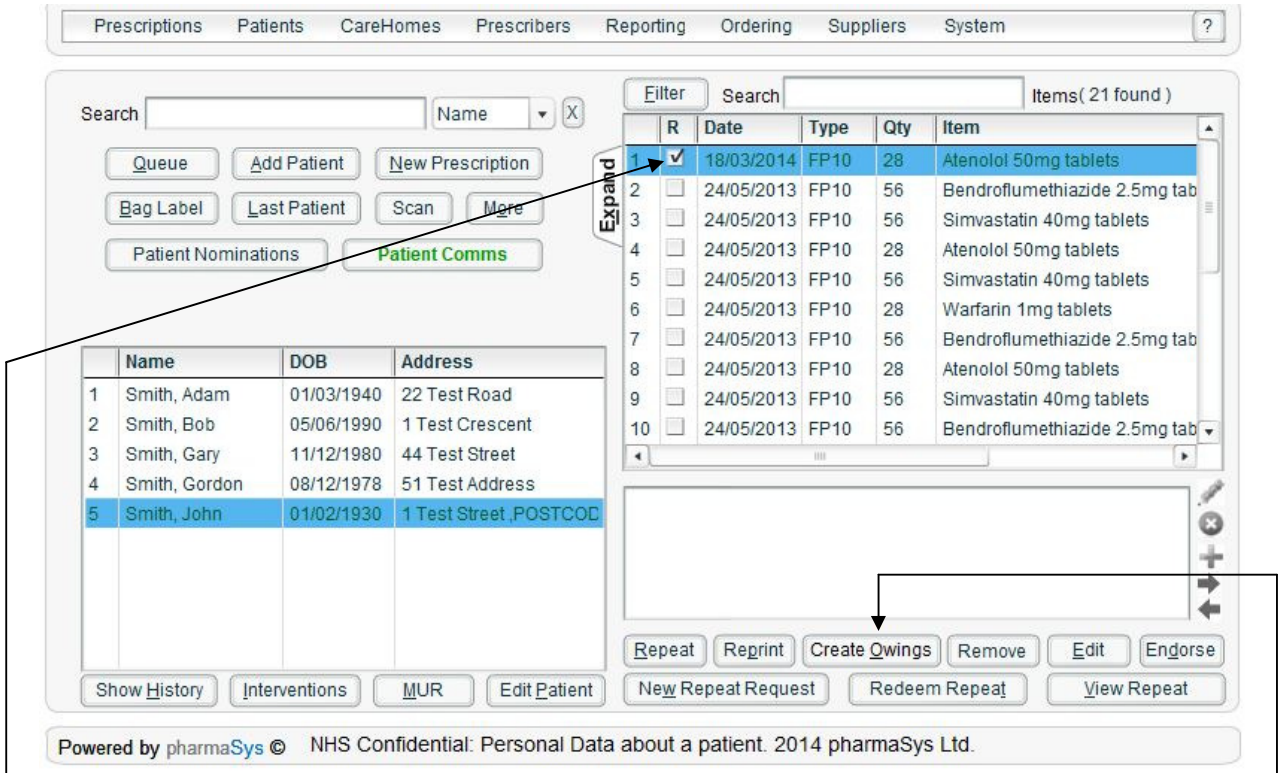
RxWeb has created the new prescription for the repeated items.
If you wish to edit any of the details of the items you are repeating (e.g. brand, packsize, directions, etc) then you need to click on **Close**, to close the **Options** box in the middle of the screen.
This will then allow you to highlight an item from the list and then click on the **Edit** button.
You can also change the order of the items shown on screen by highlighting an item and using the blue up and down arrows on the left, to re-arrange the order (this is the order the items will print on the endorsement).

If you are happy with the default selection, click on the **Finish** button in the **Options** box. This will open the **Print Prescriptions** screen where you can then Dispense and print your labels and print your endorsing.

If you wish to add a new item to the prescription as well as the repeated items from the history, click on the **Add Another** button from the **Options** box. This will take you onto the Dispensing Screen so that you can add another item to the prescription manually.

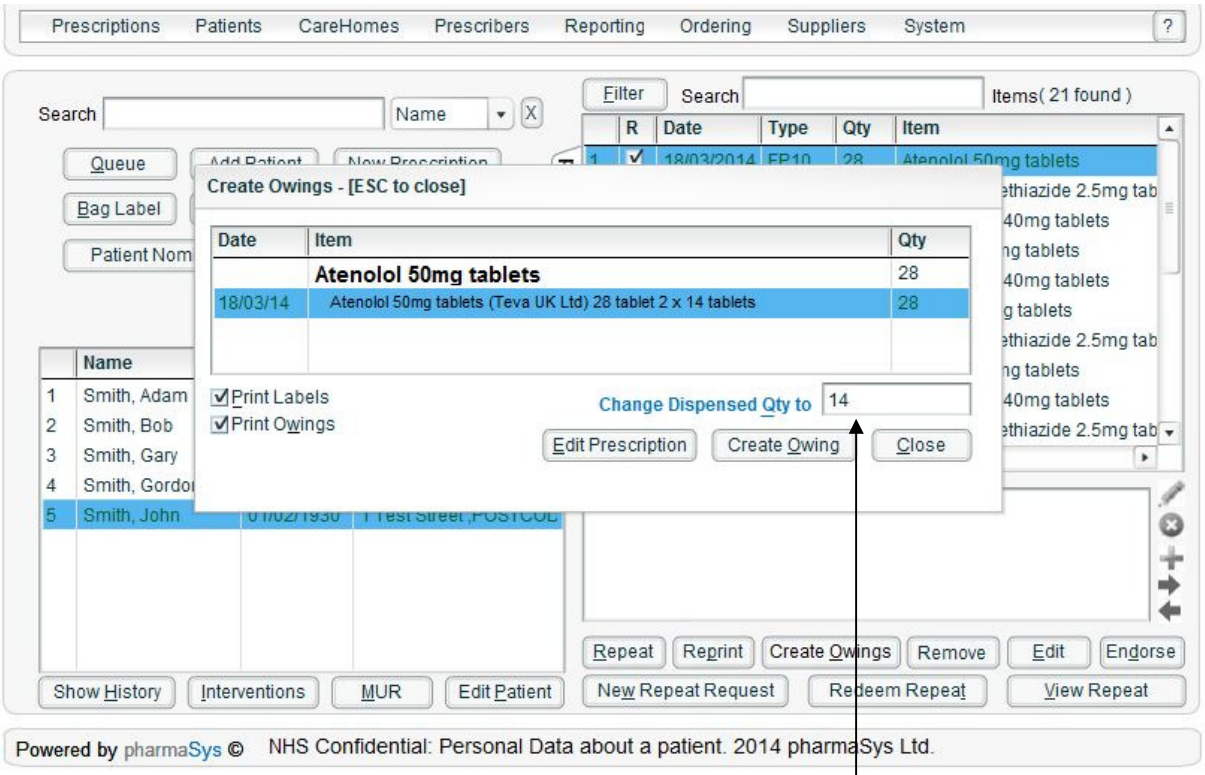
8. Owings

Owings can be created at the point where you enter the prescription item. However, it may not be until the item is picked from the shelf, that the dispenser realises there is insufficient stock to complete the prescription. Therefore, RxWeb allows you to create an owing after you have dispensed the item as shown below.



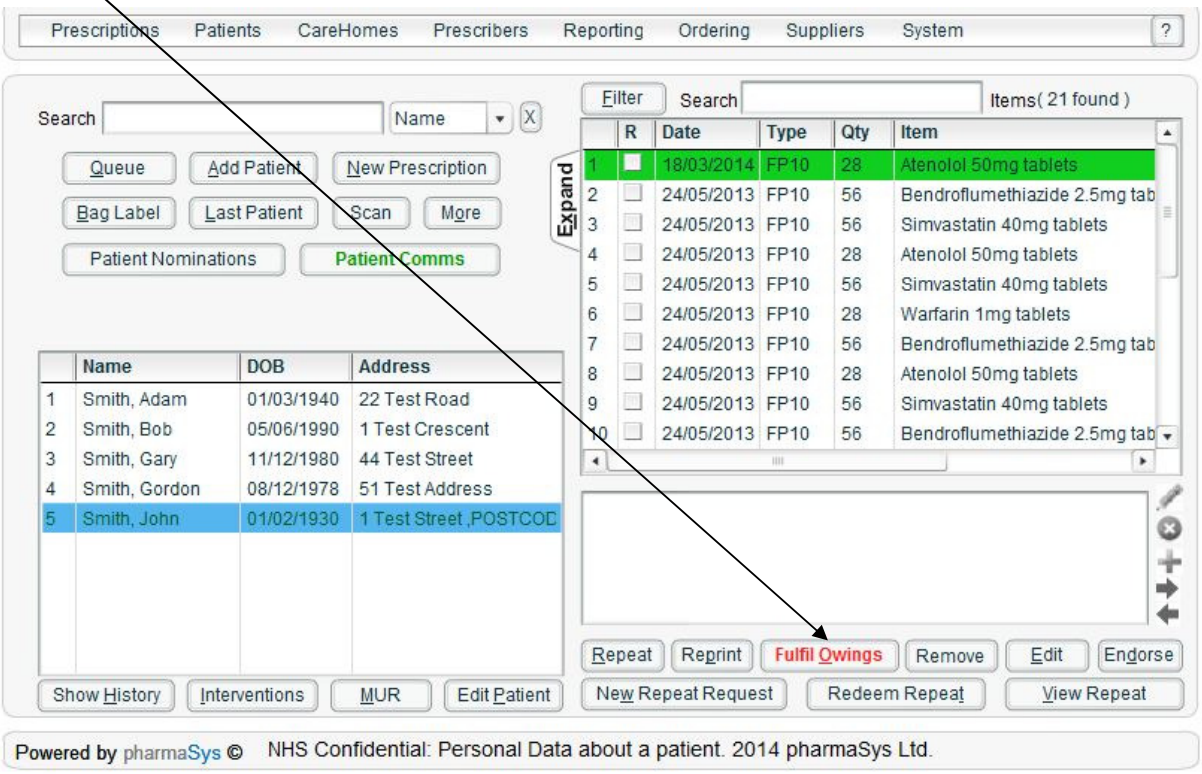
To create an owing after you have finished dispensing, simply go to the patient's record, click the tick box next to the drug you wish to create an owing on, and click on the **Create Owings** button or press **O** on the keyboard.

The following screen will then appear:

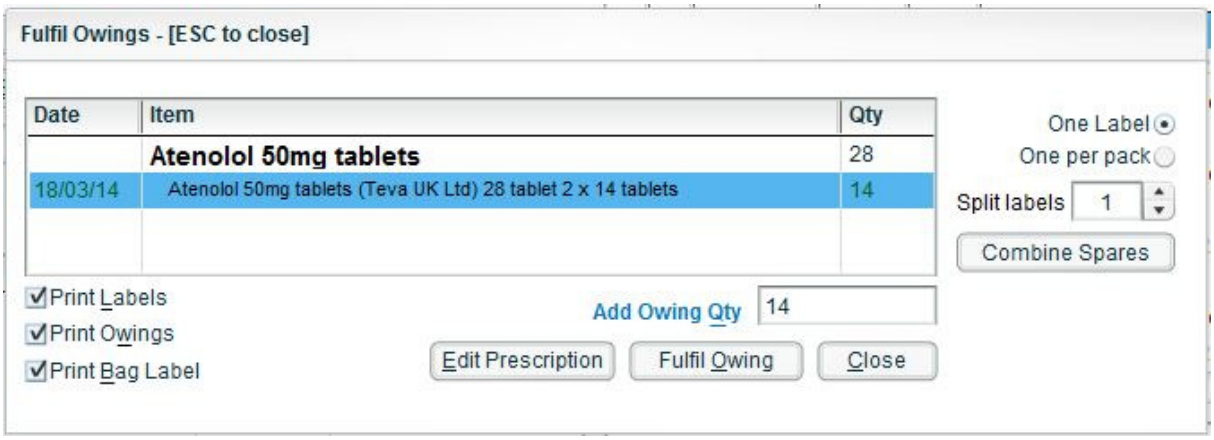


Enter the actual quantity you are able to dispense in the **Change Dispensed Qty to** box and then click on the **Create Owing** button (in the above example we only have 14 tablets in stock which we can dispense). RxWeb will then reprint the labels for the item and record the balance as an owing in the patient's history. The item will be highlighted in green in the PMR to indicate that it is an owing.

To redeem an owing, click on the green owing item in the patient's history and then click on the **Fulfil Owings** button (highlighted in red) at the bottom of the screen, or press **O** on the keyboard.



The Fulfil Owings screen will then open asking you to enter the quantity you are fulfilling against the owing.



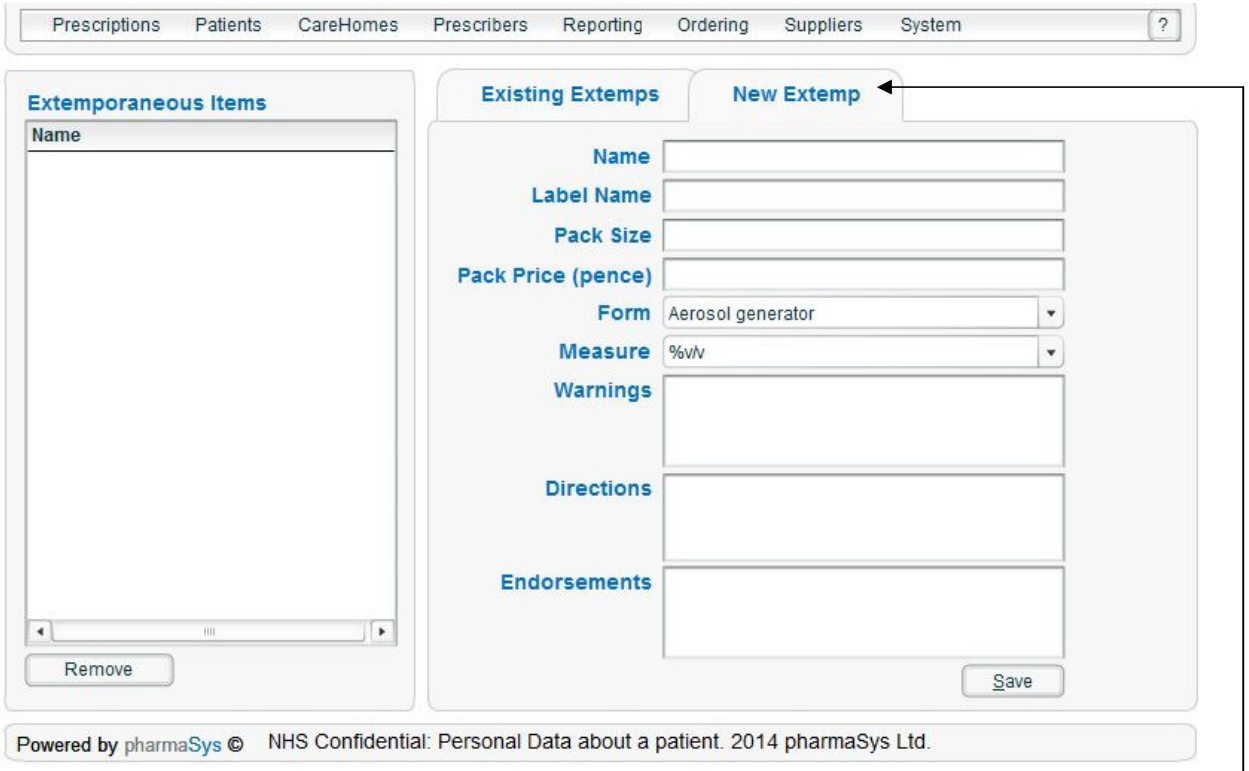
The system displays that 28 Atenolol 50mg tablets were prescribed and 14 were dispensed. Therefore it knows that the quantity waiting to be fulfilled is 14.

You can simply click on the **Fulfil Owing** button to dispense the final 14 tablets, or if you still don't have the full amount, change the number in the **Add Owing Qty** box to the amount you are dispensing.

9. Extemporaneous Items

RxWeb uses the NHS DM+D for its drugs database and therefore gives a comprehensive and up to date list of available items. There are circumstances however, when you may wish to add your own drugs, items or devices to the system.

To add an item, click on **Ordering** from the menu bar and then select **Extemps**. The following screen will then be displayed.

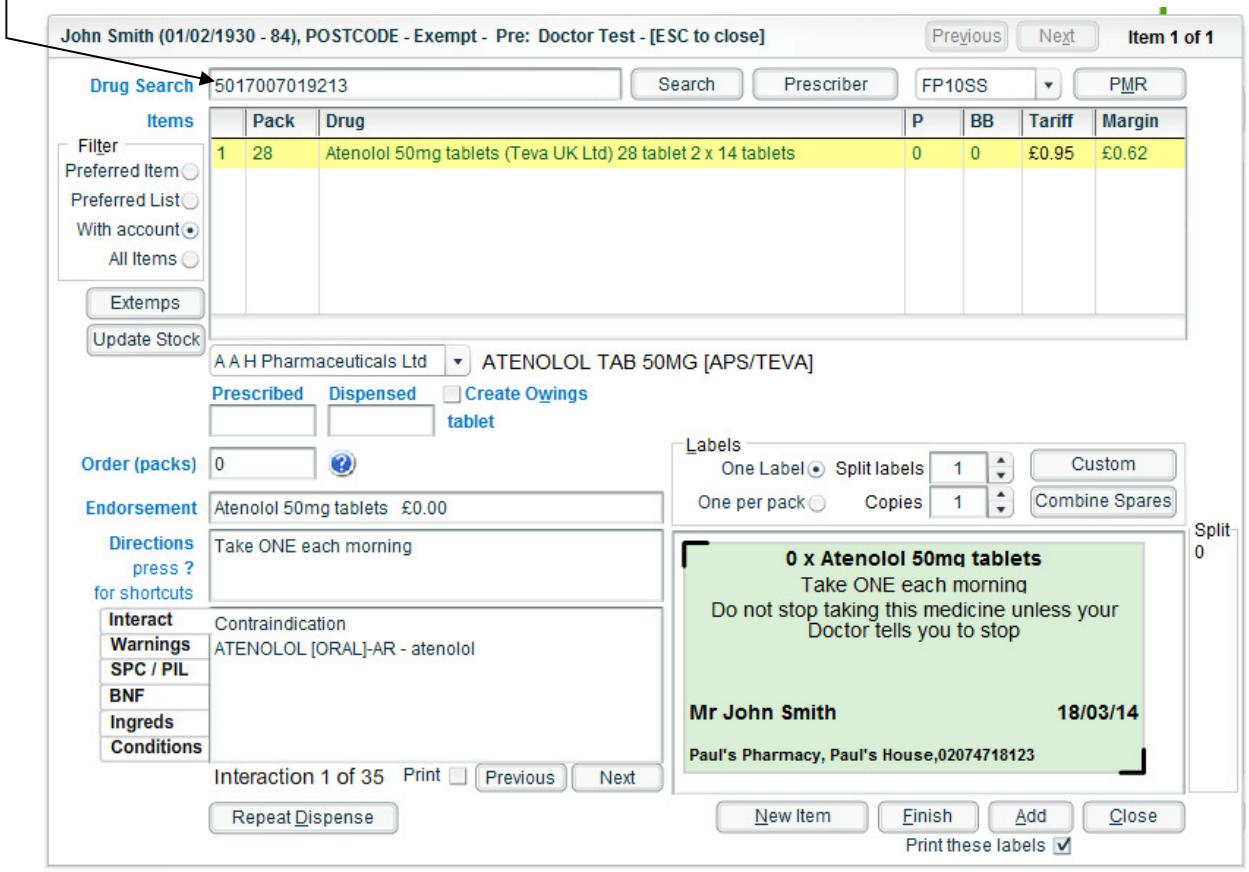


To create a new item, click on the **New Extemp** tab and enter the details of your item. Click on the **Save** button at the bottom of the screen when you are finished. If you wish to use this item when dispensing, simply search for it in the normal way as you would with any other drug.

You can also create an Extemporaneous item from the button on the Dispensing Screen. Please see the Extemporaneous Items Quick User Guide for more information.

10. Scanning Barcodes

RxWeb allows you to manage items via your scanner and the product barcodes. When dispensing, instead of typing in an item name, try scanning the barcode of the product with your scanner. The system will find the item via the barcode if it is linked to the product in the drug database.



If a barcode is not recognised you will see the following message:

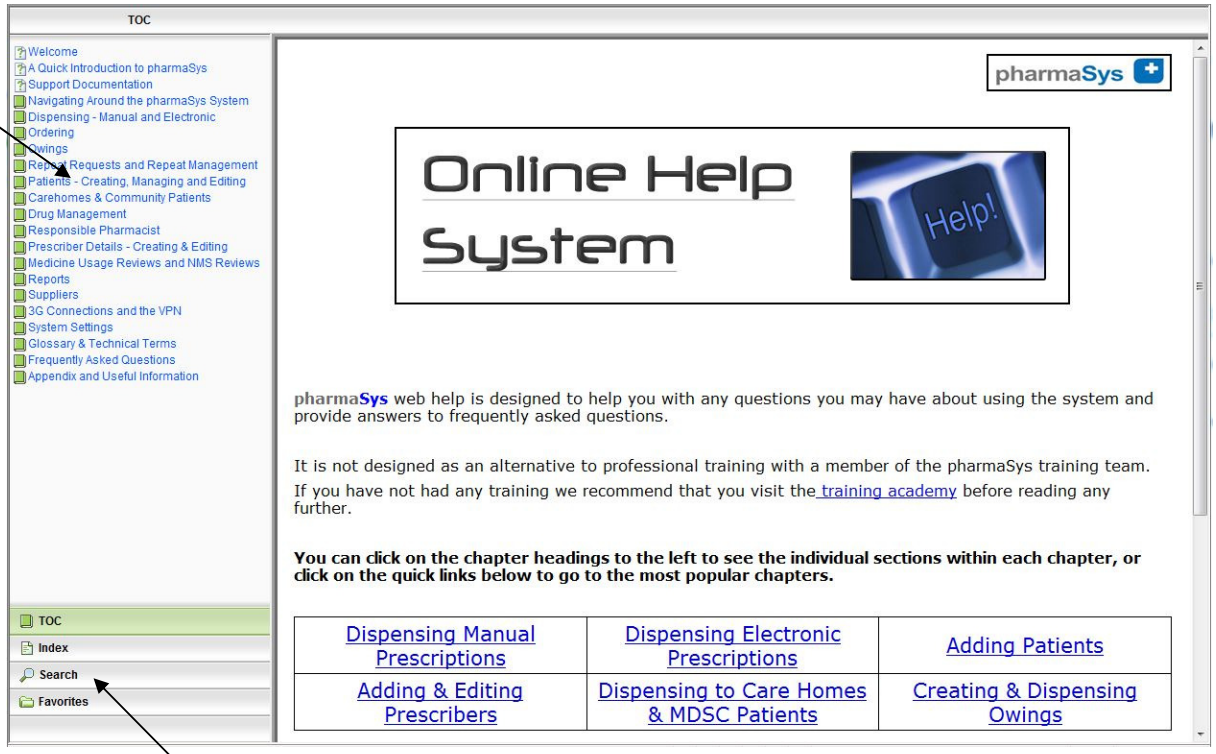
Please see the separate **Dispensing with Barcodes** help sheet for more information on how to use barcodes and how to link barcodes to items.

11. On-line Manual and Help System

RxWeb has a full on-line manual and help file within the system. To access it, click on the **?** at the end of the menu bar.

Te left-hand side of the help system shows the different chapters available. Clicking on each chapter will open the chapter and show you the topics available.

You can click on a topic to display the content on the right-hand side of the screen.



You can use the **Search** button to search for keywords or phrases.